



R&R 3.0.8

Release Notes

01 April 2010

R&R 3.0.8

Info Technology Supply Ltd. (ITS) is pleased to announce the release of R&R 3.0.8 Server and Web components.

This is a high priority release which includes seven new features and resolves four reported issues. ITS recommends that you upgrade to this release as soon as possible. Please note that this release of R&R is dependent on Cire 2.0.

This release of R&R also requires a new license file for Cire 2.0. Please contact ITS Support for more details.

New Features/Improvements:

1. Fines

R&R 3.0 introduces a feature to fine users for late returns. The system can be configured to fine the user a cost per initial period, cost per subsequent period reaching a maximum amount. E.g. £10 for the first day with £5 thereafter up to a maximum of £500, or £1 per hour with £2 per hour thereafter with no maximum amount. **This requires the “Cire Purse” option enabled in Cire, please contact ITS Support for more details.**

2. Pending Authorisation State

A new system has been introduced where resources can be “booked pending authorisation” whereby a tutor or teacher has to authorise the booking prior to it being issued. Bookings for resources pending authorisation that are not authorised within a certain number of minutes, hours or days are automatically deleted.

3. Collect and Return Reminders

R&R 3.0 introduces a feature of collect and return reminders. Collect and return reminders are configured in the system to be e-mailed to users before their booked item is due for collection or due to be returned.

4. CC-In

R&R 3.0 introduces the feature to CC-In people whereby Resource Managers can specify other users to be cc-ed in on the booking confirmations and reminders that R&R sends. Examples of this might include users who do not have time to view the R&R web interface and want to receive notifications when someone books an item or when an item becomes overdue.

5. 12 Hour Clock (USA)

A system has been introduced to accommodate the North American market whereby the 12 hour clock can be used as opposed to the 24 hour clock.

6. Time Slider to Default to 08:00 – 20:00

R&R 3.0 has an improved time slider feature. The time span will be more generous by defaulting to 08:00 to 20:00. The time slider can now be changed from the default time, e.g. from 08:00 – 20:00 to 09:00 – 17:30, which will then be saved when the user logs off from R&R.

In addition the date span for resources booked by days will not be recorded anymore. On every visit to the Search screen, the default span (Today till Today+7) will be shown.

7. Preferred Users

R&R has introduced a system whereby it can be configured so that a certain type of promoted user can book resources further in advance than others users. Preferred Users are also able to see who items are booked for via the available tooltips. Please refer to the R&R Reference guide for more information.

Resolved Issues

1. Users were shown an “Object reference” error while issuing resources with a name containing acute accent characters e.g. é. This issue is now fully resolved.
2. It was possible to issue an unavailable resource item from a resource pool. This issue is now fully resolved.
3. It was not possible to make a weekly recurring block booking on resource pools. This issue is now fully resolved.
4. Drop down menus in the R&R web page were appearing on the bottom right hand side while accessing R&R using IE8 with compatibility mode not enabled. This issue is now fully resolved.

Previous Versions Change Log

There are no previous versions of R&R 3.0

The Upgrade Process

Upgrading to the latest release of R&R 3.0 from previous versions is a relatively straightforward process.

Upgrade Instructions

Please make sure you backup both your R&R & Cire databases before uninstallation and that you have access to your new .cire license key. The Cire database is as critical to your R&R system as the R&R database.

Cire Upgrade Instructions

1. Before upgrading to the latest Cire 2.0 it is essential that a backup is made of the Cire database and ensure that you have access to your new .cire license file. Do not proceed any further until you are certain that you have access to this file. Please contact ITS Support if you do not have one.
2. Next uninstall the existing version of Cire via the Windows Control Panel, Add or Remove Programs before installing the latest versions.
3. Next install Cire 2.0 following the instructions in the R&R Setup and Installation Guide.

R&R Upgrade Instructions

1. Before upgrading to the latest R&R 3.0 Server and Web components it is essential that Cire 2.0 is installed and that a backup is made of the R&R database.
2. Next uninstall the existing version of R&R Server and Web via the Windows Control Panel, Add or Remove Programs before installing the latest versions.
3. Next install R&R 3.0 Server and Web components following the instructions in the R&R Setup and Installation Guide.

If you have any questions about this release of R&R then please do not hesitate to contact ITS Support via email at support@itsltduk.com or call +44 (0)20 8869 1960.